



# LIFEHOUSE

**Job Title:** Resident Case Manager/Client Manager

**Location:** Residential Campus

**Department:** Program

**Job Status:** Full-Time

**Reports To:** Director of Housing and Client Services

**Supervises:** None

**Mission Statement:** LifeHouse is a Christ-centered ministry ensuring life for unborn children by providing opportunities for housing, help, and hope for young women during their pregnancies and beyond.

**Job Summary:**

This position supports LifeHouse through resident case management and additional supportive services deemed beneficial by the Director of Housing and Client Services.

**Job Responsibilities:**

- Meet weekly with a caseload of up to 10 LifeHouse residents to discuss their individual goals. This includes working alongside residents, helping them create a plan of action for achieving their desired goals before successfully discharging the program, documenting progress towards those goals.
- Maintain knowledge of current resources available that are applicable to the needs of LifeHouse residents.
- Document all client interaction and current status of each action plan for residents in Family Metrics (database).
- Record and track demographic information as well as other information determined by the Director of Housing and Client Services
- Provide assistance in getting clients to necessary appointments to further their goals
- Assist in the LH admissions process through conducting follow-up calls, being part of client interviews, offering insight surrounding potential new admits to the program, and working as part of the LH Admissions team
- Support the LH program by engaging regularly in on-site and off-site classes and curriculum, supporting residents in further processing content
- Additional duties as assigned by the Director of Housing and Client Services

**Qualifications:** Passion for the mission of LifeHouse, which is a Christ-centered ministry ensuring life for unborn children by providing opportunities for housing, help, and hope for young women during their pregnancies and beyond. Posses a strong Christian faith, belief and lifestyle indicative of such beliefs.

**Education:** Bachelors of Social Work and at least two years of case management experience in a non-profit agency; Masters Degree preferred

**Skills & Experience:**

- Ability to assess a client as a whole person
- Knowledge of and experience in practicing trauma informed care
- Committed to life-long learning and willing to implement practices with gained knowledge
- Ability to maintain professional boundaries with clients and staff members while still creating a warm and inviting atmosphere
- A natural gifting of attention to details and organization
- The ability to be flexible and learn quick is required
- Possess a natural ability to establish rapport with clients
- Ability to cope and excel in the presence of frequent and rapid change
- Proficient in Word, Excel, & Outlook
- Ability to work with diverse individuals and people groups
- Excellent verbal and written communication skills
- Proficient organization and presentation skills
- Ability to work independently and as a team member
- Excellent time management and ability to prioritize
- Ability to work on multiple projects at once
- Valid Driver's License with acceptable driving record and current Liability Insurance
- Personal vehicle to use for transportation between facilities and occasionally to locations outside of LifeHouse

**Equipment Used:** Telephone, copier, computer, other office equipment, vehicles

**Work Environment:**

- Most work will take place on the residential property (90%), with some meetings taken with larger team at the administrative offices (10%)
- Typical work schedule is Monday – Friday, 9am – 5pm
- Work schedule may be subject to change to meet the needs of the LifeHouse ministry or clients, including some weekends and evenings
- Dress is business casual

**Physical Requirements:**

- Ability to walk, stand, climb stairs, sit, bend, stoop, and drive a motor vehicle. Some carrying or lifting (up to 20 pounds) is required
- Position requires ability to see, read, write, hear and speak clearly in order to communicate with staff, volunteers, donors, clients and visitors

**Mental Requirements:**

- Ability to cope with emotionally intense cases and practice self-care after experiencing vicarious trauma

- Ability to organize, analyze and process information related to the programs of LifeHouse and its mission
- Must possess excellent judgment, flexibility, and ability to set priorities and problem solve in a multi-task environment
- Must possess excellent verbal and written communication skills

The above job description is intended to describe the general nature and level of work being performed by an employee in this position. They are not intended to be an exhaustive list of all duties, responsibilities and qualifications of an employee assigned to this job.

**Benefits and Compensation:**

- Competitive compensation package, commensurate with experience and education.
- Full Insurance coverage
- Paid Time Off commensurate with time worked at the organization